## TO WHOM IT MAY CONCERN,

- 1. IN DECEMBER 1999 I CALLED PEOPLES GAS CO SEVERAL TIMES COMPLAINING ABOUT A CONCERN I HAD IN REFERENCE TO A NOISE REGARDING MY GAS SERVICE. I ALSO HAD A CONCERN REGARDING THE REACTION AT MY GAS METER WHEN MY TENANTS GAS HEATER KICKED ON.
- 2. AT THAT TIME THE 1<sup>ST</sup> FLOOR METER # WAS <u>2448977</u>. (THIS WAS MY METER #) 1<sup>ST</sup> FL. THE METER # FOR THE 2<sup>ND</sup> FL. WAS <u>2448971</u>. THE CUSTOMER FOR THE 2<sup>ND</sup> FLOOR WAS JOANNE WILLIAMS
- 3. ON FEBRUARY 11, 2000 SOMEONE FROM PEOPLES GAS FINALLY CHANGED BOTH METERS AT4211 W. 21<sup>ST</sup> ST. THE NEW METER # FOR THE 1<sup>ST</sup> FL WAS CHANGED TO D32574701 AND THE NEW # FOR THE 2<sup>ND</sup> FL WAS CHANGED TO D32561911.
- 4. AS YOU CAN SEE, ON MY BILL ISSUED 12-13-99 **EXHIBIT A,** MY ACCOUNT # WAS 889634-00203 AND MY METER # WAS 2448977. MY PROBLEM STARTS WITH THE BILL ISSUED 3-15-2000. THE ACCOUNT # IS NOW 0 5000 1859 5300 AND THE METE R# IS NOW P2561911 WHICH IS THE METER # ISSUED TO THE 2<sup>ND</sup> FL CUSTOMER. IT ALSO HAS MY PREVIOUS METER # P2448977 (THIS IS THE NUMBER FOR THE METER I HAD UNTIL FEB, 2000 WHEN THEY CHANGED THE METERS. SEE **EXHIBIT B.**
- 5. LOOKING AT BILL ISSUED 5-24-2000 **EXHIBIT D** YOU WILL SEE THAT NOW I AM BEING BILLED FOR METER # P2574701 (NEW METER # FOR 2<sup>ND</sup> FL) AND P2561911 (NEW METER # FOR 1<sup>ST</sup> FL) IS ALSO ON THIS BILL. ON COPY MARKED **EXHIBIT D** THE BILLING PERIOD SHOW 2-11-00 THRU 5-24-00. I WAS ALREADY BILLED ON PREVIOUS BILLS FOR THIS PERIOD; (THRU 5-9-00.)
- 6. SOMEONE AT PEOPLES GAS CO. INTERMITED SERVICE AND METER NUMBERS AT 4211 W 21<sup>ST</sup> ST AND I WOULD LIKE FOR SOMEONE THERE TO STRAIGHTEN THIS MESS OUT AND CREDIT MY ACCOUNT FOR \$176.56.
- 7. AS YOU CAN SEE I CONTINUED TO PAY THE BILLS ISSUED TO ME. SEE COPY OF BILLS AND ATTACHED RECEIPTS THAT ARE ATTACHED TO THIS FORM.
- 8. I PRAY THAT SOME ONE CAN GET TO THE BOTTOM OF THIS MIX-UP AND CLEAR THIS PROBLEM UP FOR ME. YOUR HELP IS GREATLY APPRECIATED.

## PEWPLES ...

## PLEASE READ YOUR METER

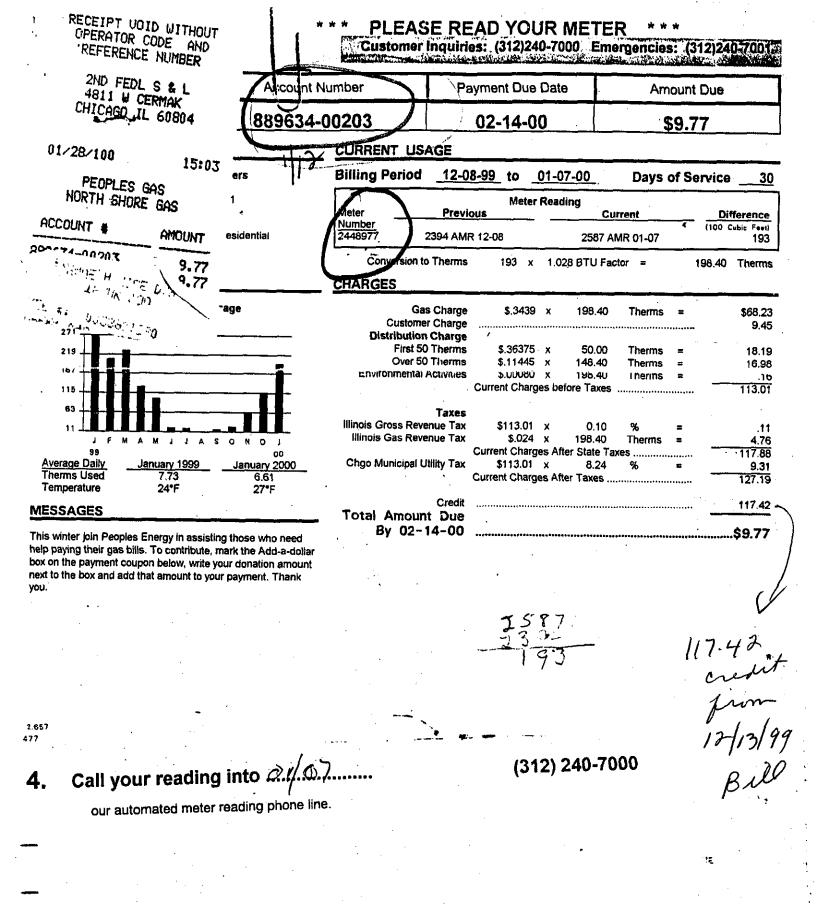
Customer Inqu'ries. (312)240-7000 Emergencies: (312)240-7001-3

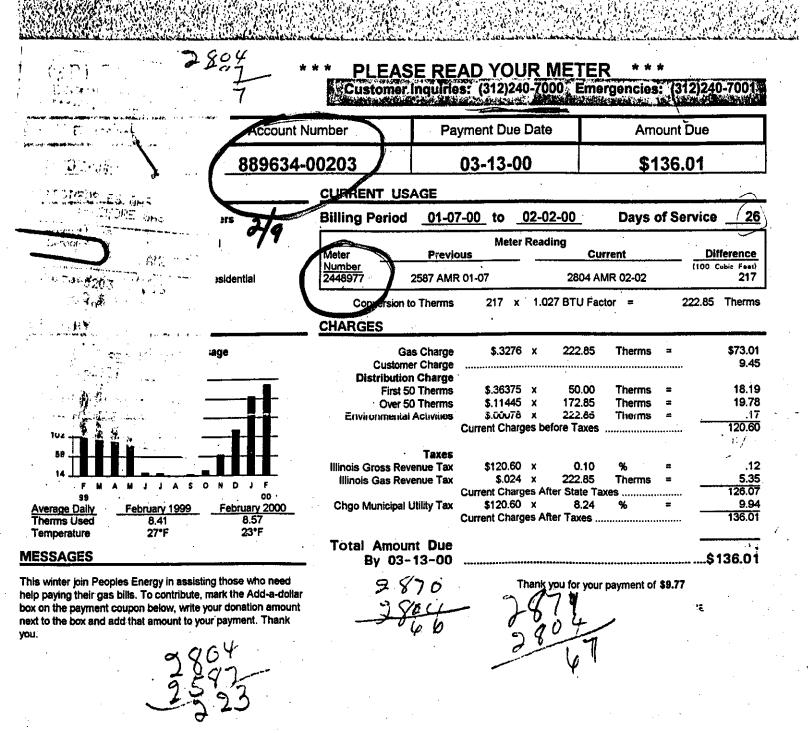
Bill Issued	Account Number	mber Payment Due		Date Ar		mount Due	
12-13-99	389634-00203	No	Amount	Due	\$117.42-		
CUSTOMER	CURRENT	LUSAGE	κ				;
Name Eddie Mae Weathers Account Number 889634-00203	Pilling Pe	eriod <u>11-0</u> -	<u>4-99</u> to <u>1</u>	<b>2-08-99</b> .	Days of	Service	34
Service Address 4211 W 21ST ST 1 - Chicago IL 60623	Meter "	Previo		Reading Cu	rrent	Dif	Terence
Phone Number (773) 762-8204 Service Classification Rate 1 - Small Residen Service	tial <u>Number</u> 2448977	2277 AMF	R 11-04	2394 A	MR 12-08	(100 (	ubic Feet) 117
Heating Account Yes	Conv	ersion to Therms	117 x	1.028 BTU Fac	ctor =	120.27	Therms
UMMARY	CHARGES	3					
Your Monthly Billed Usage (Therms) 271		Gas Charge Sustomer Charge ribution Charge	\$.3655	x 120.27	Therms =	••••	\$43.96 9.45
219.		First 50 Therms	\$.36375		Therms =		18.19
167		Over 50 Therms	\$,11445 \$.00088		Therms =		8.04
115	:	: :	Current Charge	es before Taxes	***************************************		<b>79</b> .75
63		Taxes					
11 <b></b>	Illinoia G	ss Revenue Tax	\$79.75 \$.024		% * Therms *		.08 2.89
D J F M A M J J A S O	, 99		<b>Current Charge</b>	s After State Ta	ixes	<del>.</del>	82.72
Therms Used N/A	<del>mber 1999                                   </del>	nicipal Utility Tax	\$79.75 Current Charge		% =		89.29
IESSAGES		Credit Lmount Due	*************************	***************************************		***	206.71
his winter join Peoples Energy in assisting those		redit Total	***************************************		evoussusson 555 1466 7456	\$	17.42-
elp paying their gas bills. To contribute, mark the ox on the payment coupon below, write your don ext to the box and add that amount to your paym	Add-a-dollar ation amount	÷	*				
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76 Return this portion with your check m	ade payable to Peoples C	as. Please wri	te your accou	int number o	n your check	Thank	you.
AYMENT COUPON					•		- /
Account Number: 889634	-00203		N	o Amount	Due		
	***		Add-A-Dollar Pro Sholds, Custome				
CAR-RT SORT **CR 58		dollar	basis by People  Add-A-Dollar	s Gas. To co	ontribute, Cl	IECK TI	

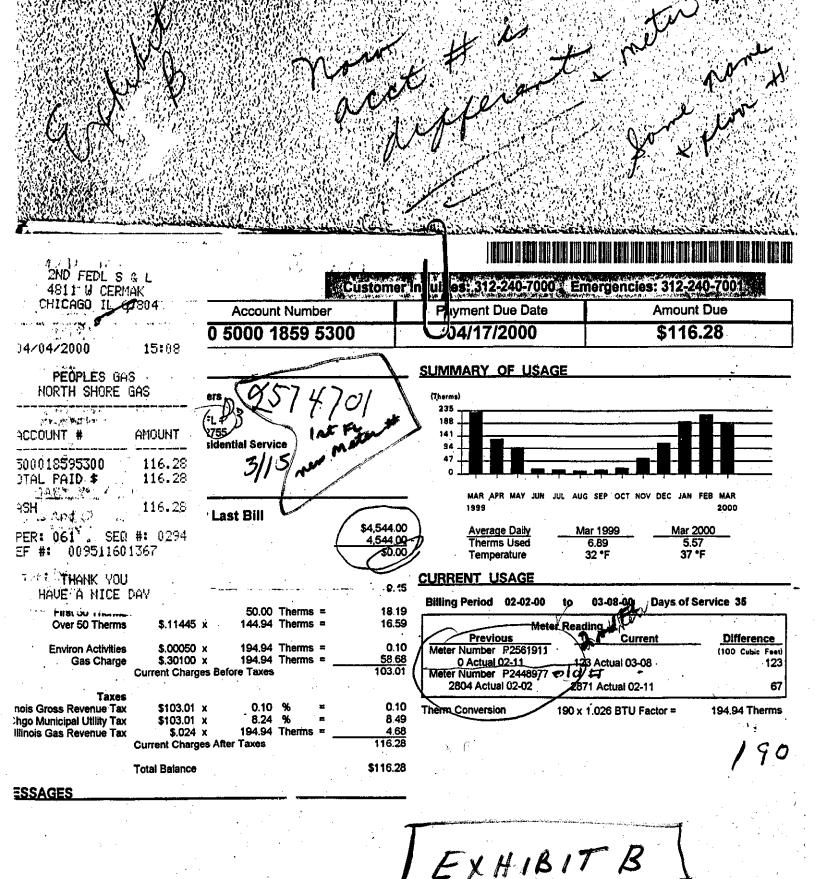
PEOPLES GAS CHICAGO IL 60687-0001

EDDIE MAE WEATHERS 4211 W 21ST ST 1 CHICAGO IL 60623-2755

Please do not write or stamp below this line.







KATI KANTAN BANTAN BANT

PE@PLES ENERGY.

Customer Inquiries: 312-240-7000

Emergencies: 312-240-70012

Bill Date **Account Number** Payment Due Date **Amount Due** 04/10/2000 0 5000 1859 5300 05/12/2000 \$107.40

CUSTOMER

Name Account Number Service Address

**Eddie Mae Weathers** 0 5000 1859 5300 4211 W 21ST ST FL 1 Chicago IL 60623-2755

Service Classification **Heating Account** 

Rate 1 - Small Residential Service

Next Meter Reading May 9, 2000

**SUMMARY OF CHARGES** 

Fredits And Charges Since Your Last Bill

Previous balance \$116.28 hank you for your payment was the same and t 115.28 -Inspect flex connector Balance 12.00 \$12.00

**Surrent Charges** Customer Charge

9.45 First 50 Therms \$.36375 x 50.00 Therms = 18,19 Over 50 Therms \$.11445 x 97.60 Therms = 11,17 **Environ Activities** \$.00040 x 0.06 147.60 Therms = Gas Charge \$.31110 x 147.60 Therms 45,92 **Current Charges Before Taxes** 84.79

Taxes

linois Gross Revenue Tax Chgo Municipal Utility Tax Illinois Gas Revenue Tax

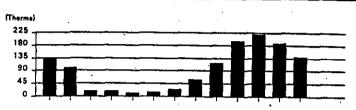
\$84.79 x 0.08 0.10 % \$84.79 x 8.24 % 6.99 147.60 Therms \$.024 x 3.54 **Current Charges After Taxes** 95 40

**Total Balance** 

\$107.40

**ESSAGES** 

SUMMARY OF USAGE



APR MAY JUN JUL AUG SEP OCT NOV DEC JAN FEB MAR APR 1999 2000

Average Daily Therms Used Temperature

Apr 1999 N/A 41 °F

Apr 2000 4.47 44 °F

**CURRENT USAGE** 

Billing Period 03-08-00 04-10-00

Days of Service 33

Meter Reading **Previous** Current Meter Number P2561911 123 Actual 03-08 267 Actual 04-10 herm-Conversion

144 x 1.025 BTU Factor =

(100 Cubic Feet) 147.60 Therms

**Difference** 

Return this portion with your check made payable to Peoples Gas. Please write your account number on your check. Thank you.

PAYMENT COUPON

ACCOUNT NUMBER:

0 5000 1859 5300

CAR-RT SORT \*\*C058

**EDDIE MAE WEATHERS** 4211 W 21ST ST FL 1 CHICAGO IL 60623-2755

**PEOPLES GAS** CHICAGO IL 60687-0001 Please Pay By 05/12/2000

Account Balance \$107.40

Amount Enclosed

15

If paying by mail, please allow 5 days for delivery.

The Add-a-Dollar Program allows customers to assist low-income households. Customers' donations are matched on a two-for-one dollar basis by Peoples Gas. To contribute, simply Add-A-Dollar to your payment.

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PE@PLES ENERGY. Customer Inquiries: 312-240-7000 Emergencies: 312-240-7001 Peoples Gas Bill Date Account Number Payment Due Date **Amount Due** 0 5000 1859 5300 04/13/2000 05/15/2000 \$111.87 USTOMER SUMMARY OF USAGE Name **Eddie Mae Weathers** (Therms) Account Number 0 5000 1869 5300 225 4211 W 21ST ST FL 1 Service Address 180 Chicago IL 60623-2755 135 Service Classification Rate 1 - Small Residential Service 90 Heating Account Yes Next Meter Reading May 9, 2000 UMMARY OF CHARGES APR MAY JUN JUL AUG SEP OCT NOV DEC JAN FEB MAR APR 1999 2000 redits And Charges Since Your Last Bill Previous balance Average Daily Apr 1999 Apr 2000 Cancel prior billing 95.40 -Therms Used N/A 4.07 Balance \$12.00 Temperature 42 °F 43 °F urrent Charges CURRENT USAGE **Customer Charge** 11.04 **√**I Billing Period 03-08-00 04-13-00 Days of Service 36 First 50 Therms \$.36375 x 60.00 Therms = 21.83 Over 50 Therms \$.11445 x 86.57 Therms = 9.91 Meter Reading <u>Previous</u> **Difference** Current **Environ Activities** \$.00040 x 146.57 Therms = 0.06 Meter Number P2561911 (100 Cubic Feet) Gas Charge 146.57 Therms = \$,31240. x 45.79 -123 Actual 03-08 266 Customer 04-13 / 143 Current Charges Before Taxes 88.93 Therm-Conversion 143 x 1.025 BTU Factor = 146.57 Therms Taxes nois Gross Revenue Tax 0.10 % \$88.93 x 0.09 hgo Municipal Utility Tax \$88.93 x 8.24 % 7.33 Illinois Gas Revenue Tax \$.024 x 146.57 Therms = 3.52 **Current Charges After Taxes** 99.87 **Total Balance** \$1,11.87 **ESSAGES** 4,47 7 more Than the Sinst Bu 2541911 Return this portion, with your check made payable to Peoples Gas. Please write your account number on your check. Thank you. 05/15/2000 AYMENT COUPON Please Pay By 0 5000 1859 5300 Amount Enclosed CCOUNT NUMBER: **Account Balance** \$111.87 CAR-RT SORT \*\*C058 If paying by mail, please allow 5 days for delivery. 12 1։Առմիումեում ժուհակմիահինակիստնակուհի The Add-a-Dollar Program allows customers to assist low-income households. **EDDIE MAE WEATHERS** Customers' donations are matched on a two-for-one dollar basis by 4211 W 21ST ST FL 1 Peoples Gas. To contribute, simply Add-A-Dollar to your payment. CHICAGO IL 60623-2755 Please do not write or stamp below this line

**PEOPLES GAS** 

CHICAGO IL 60687-0001

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THE CONTRACTOR OF THE PROPERTY OF THE SAME

Bill Date Account Number Payment Due Date Amount Due 05/09/2000 0 5000 1859 5300 06/12/2000 \$175.49 CUSTOMER SUMMARY OF USAGE Name **Eddie Mae Weathers** (Therma) Account Number 0 5000 1859 5300 225 Service Address 4211 W 21ST ST FL 1 180 Chicago IL 60623-2755 135 Service Classification Rate 1 - Small Residential Service 90 **Heating Account** YAR Next Meter Reading 45 June 9, 2000 **UMMARY OF CHARGES** JUL AUG SEP OCT NOV DEC JAN FEB MAR APR MAY Credits And Charges Since Your Last.Bill 1999 Previous balance \$111.87 Average Daily May 2000 Balance May 1999 \$111 87 Therms Used 286 3.00 urrent Charges Temperature 50 °F 55 °F Customer Charge 9.45 CURRENT USAGE First 50 I herms \$.36375 x 50.00 Therms = 16.19 Billing Period 04-13-00 05-09-00 Over 50 Therms Days of Service 26 \$.11445 x 27.90 Therms = 3.19 Meter Reading **Environ Activities** \$.00050 x 77.90 Therms = 0.04 Previous Gas Charge Current **Difference** \$.33530 x 77.90 26.12 Therms eter Number P2561911 **Current Charges Before Taxes** (100 Cubic Feet) 56.99 266 Customer 04-13. 342 Actual 05-09 Taxes iois Gross Revenue Tax erm Conversion 76 x 1.025 BTU Factor = \$56.99 x 77.90 Therms 0.10 0.06 ngo Municipal Utility Tax \$56.99 x 8.24 94 4.70 linois Gas Revenue Tax \$.024 x 77.90 Therms 1.87 **Current Charges After Taxes** 63.62 **Total Balance** \$175.49 SSAGES At the time of this statement, your account was past due. Please pay the amount shown today. Return this portion with your check made payable to Peoples Gas. Please write your account number on your check. Thank you. MENT COUPON Please Pay By 06/12/2000 COUNT NUMBER: 0 5000 1859 5300 Account Balance Amount Enclosed \$175.49 CAR-RT SORT "C058 If paying by mail, please allow 5 days for delivery. hlallandandahlahlahlahlahlahlahlahl **EDDIE MAE WEATHERS** 4211 W 21ST ST FL 1 The Add-a-Dollar Program allows customers to assist low-income households, CHICAGO IL 60623-2755 Customers' donations are matched on a two-for-one dollar basis by Peoples Gas. To contribute, simply Add-A-Dollar to your payment. Please do not write or stamp below this line PEOPLES GAS CHICAGO IL 60687-0001 460500018595300000020000001754900000

43. 314-X4U-/U00

Emergencies: 312-240-7001

PE@PLES ENERGY. Bill Date Account Number Payment Due Date Amount Due 05/24/2000 0 5000 1859 5300 06/15/2000 \$176.56 USTOMER SUMMARY OF USAGE **Eddie Mae Weathers** Name (Therms) Account Number 0 5000 1859 5300 630 4211 W 21ST ST FL 1 Service Address 504 Chicago IL 60623-2755 378 Service Classification Rate 1 - Small Residential Service 252 Heating Account Yes 126 Next Meter Reading June 9, 2000 JMMARY OF CHARGES AUG SEP OCT NOV DEC JAN FEB MAR APR MAY 1999 edits And Charges Since Your Last Bill Previous balance \$178.22 Average Daily May 1999 May 2000 Cancel prior billing 250.10 -Therms Used 2.86 3.26 Balance \$71.88 = 44 °F Temperature 48 °F urrent Charges

Taxes inois Gross Revenue Tax Theo Municipal Utility Tax Illinois Gas Revenue Tax

Customer Charge

First 50 Therms

Over 50 Therms

**Environ Activities** 

Gas Charge

\$221.87 x 0.10 % 0.22 % \$221.87 x 8.24 18.28 \$.024 x 336.20 Therms 8.07 **Current Charges After Taxes** 248.44

171.67 Therms =

164.53 Therms =

336.20 Therms =

336.20 Therms =

**Total Balance** 

\$.36375 x

\$.11445 x

\$.00050 x

\$.32120 x

**Current Charges Before Taxes** 

\$176,56

62.44

18.83

0.17

107.99

221.87

CURRENT USAGE 02-11-00 Billing Period 05-24-00 to Pays of Service 103 Meter Reading Previous Current Difference Meter Number P2574701 (100 Cubic Feet) 0 Actual 02-11 32# Customer 05-24 328 Meter Number P2561911 D Actual 02-11 Therm Conversion 328 x 1.025 BTU Factor = 336.20 Therms

**ESSAGES** 

At the time of this statement, your account was past due. Please pay the amount shown today.

EXHIBIT

Please note Billing Period Days of Service + meter numbers

0

Return this portion with your check made payable to Peoples Gas. Please write your ac

AYMENT COUPON

ACCOUNT NUMBER:

0 5000 1859 5300

Account \$176

If paying by mail, pl

CAR-RT SORT \*\*C058

6.H.c.H.c.:.H.c.:.H.c.:.H.c.:.H.c.:.H.c.:.H.c.:.H.c.:.H.c.:.H.c.: **EDDIE MAE WEATHERS** 4211 W 21ST ST FL 1 CHICAGO IL 60623-2755

**PEOPLES GAS** CHICAGO IL 60687-0001 The Add-a-Dollar Prog. .... Customers' donations are matched on a two-for-one dollar basis by Peoples Gas. To contribute, simply Add-A-Dollar to your payment

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PE PLES ENERGY.

<u>i istifote ki sekol kidil daka arak arak arak arak arah arah istal arah arah arah arah daka arih arah dalah arah ist</u>

Customer Inquiries + 12-240-7000 - Emergencies + 312-240-700

 Bill Date
 Account Number
 Payment Due Date
 Amount Due

 06/12/2000
 0 5000 1859 5300
 07/05/2000
 \$192.95

SUMMARY OF USAGE **USTOMER** Name **Eddie Mae Weathers** (Therms) o 5000 1859 5300 Account Number 630 4211 W 21ST ST FL 1 Service Address 504 Chicago IL 60623-2755 378 Service Classification Rate 1 - Small Residential Service 252 Heating Account Yes 126 Next Meter Reading July 11, 2000 JMMARY OF CHARGES JUL AUG SEP OCT NOV DEC JAN FEB MAR APR MAY JUN 1999 redits And Charges Since Your Last Bill Previous balance May 1999 Jun 2000 Average Daily \$176.56 Balance Therms Used .91 64 °F 69 °F Temperature urrent Charges **Customer Charge** 5.98 CURRENT USAGE 4.10 Under 50 Therms \$.36375 x 11.27 Therms = Days of Service 19 Billing Period 05-24-00 to 06-12-00 **Environ Activities** 0.01 \$.00080 x 11.27 Therms = Meter Reading 4.79 Gas Charge \$.42540 x 11.27 Therms = Current Difference **Previous Current Charges Before Taxes** 14.88 Meter Number P2574701 (100 Cubic Feet) 328 Customer 05-24 339 Actual 06-12 11 Taxes 0.01 inois Gross Revenue Tax \$14.88 x 0.10 Therm Conversion 11 x 1:025 BTU Factor = 11.27 Therms Chgo Municipal Utility Tax % 1.23 \$14.88 x 8.24 0.27 Illinois Gas Revenue Tax \$.024 x 11.27 Therms =

16.39

\$192.95

ESSAGES

At the time of this statement, your account was past due. Please pay the amount shown today.

**Current Charges After Taxes** 

**Total Balance** 

Dispressions.

9,854
Return this portion with your check made payable to Peoples Energy. Please write your account number on your check. Your service is provided by Peoples Gas, a subsidiary of Peoples Energy. "Peoples Energy" is a service mark and trade name licensed to Peoples Gas.

'AYMENT COUPON

ACCOUNT NUMBER:

0 5000 1859 5300

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Illialian Illialian Illialian Illialian Illialian EDDIE MAE WEATHERS
4211 W 21ST ST FL 1
CHICAGO IL 60623-2755

PEOPLES GAS CHICAGO IL 60687-0001 Please Pay By 07/05/2000

If paid after 07/05/2000 \$193.19
Account Balance Amount Enclosed

\$192.95

If paying by mail, please allow 5 days for delivery.

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